

Genesys Engage On-premises and Subscription

WebRTC Service Version 8.5

End of Life Announcement

November 30, 2023

End of Life for Genesys Engage WebRTC Service v8.5

Last Updated: November 27, 2023

Overview

As of November 30, 2023, Genesys announces the End of Life for the Genesys WebRTC Service products listed below:

Genesys Product	Platform	Release	End of Support
WebRTC Service	Genesys Engage on-premises	Versions 8.5	November 30, 2024
WebRTC Service	Genesys Engage Subscription	Versions 8.5	November 30, 2024

Details

Genesys Announces the End of Life for WebRTC Services v8.5. After November 30, 2023, customers on active maintenance contracts who currently use WebRTC Service v8.5 may continue to use it until November 30, 2024. Customer Care will provide limited support for WebRTC v8.5 but will no longer be able to provide any software patches, security updates, or product fixes after the End of Support date.

Major Versions

WebRTC Service products that are affected by this EOL Announcement

- [Version 8.5](#)

EOL Life Cycle Dates

End of Life Announcement Date	November 30, 2023
Last Order Date	November 30, 2023
End of Maintenance	November 30, 2024
End of Support	November 30, 2024

Affected Products

Products affected by this EOL announcement:

APN Number	Offering Type	Product Name
3GP09117ACAA	PureEngage On Premise	v8.5 - Genesys WebRTC Service
3GP09116ADAA	PureEngage On Premise	v8.5 - Genesys WebRTC Service - Lab
3GP21133TBAA	PureEngage On Premise	3GP21133TBAA
3GP21134TBAA	PureEngage On Premise	3GP21134TBAA
3GP20359TAAA	PureEngage On Premise	3GP20359TAAA
3GP18231TAAA	PureEngage On Premise	3GP18231TAAA
3GP09116ADAA-SUB	PureEngage Subscription	v8.5 - Genesys WebRTC Service - Lab - SUB
3GP09117ACAA-SUB	PureEngage Subscription	v8.5 - Genesys WebRTC Service - SUB
-	PureEngage Subscription	Genesys WebRTC Service - Lab - SUB
-	PureEngage Subscription	Genesys WebRTC Service - SUB
-	PureEngage On Premise	WebRTC
-	PureEngage On Premise	Genesys WebRTC Service - Lab
-	PureEngage On Premise	Genesys WebRTC Service

Migration & Entitlement

No entitlement is offered, due to the product retirement.

Related Documents

Click the link below for the following information:

- [EOL Cycle Table](#): Provides Information on Genesys EOL products & versions that have been scheduled for EOL.

Frequently Asked Questions

Q: Why is Genesys retiring WebRTC Services v8.5?

A: WebRTC Services v8.5 is technically obsolete, the products have been on maintenance mode since 2018 and only break fix, Bug fix and security aspect are being supported. The only supported operating system is limited to Linux OS.

Q: What are customers' options?

A: No Replacement is offered due to product retirement.

Q: What if I need help or have questions?

A: If you need help or have questions about this migration, reach out to your Customer Success Manager or contact Genesys Customer Care (My Support).

Definitions

End of Life Announcement Date

This is a general announcement, announcing the Last Order Date (“LOD”) of commercially available Genesys products, and the corresponding EOM and EOS dates. From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers. Up until LOD it will still be possible to quote add-on Orders for additional Seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for Customers who already have the applicable EOL product(s) installed. Notwithstanding the foregoing, outstanding quotes issued prior to the EOL Announcement date will be honored until expiration of their validity date.

Last Order Date

The ultimate date on which any additional Units of an EOL product can be ordered. From and after the LOD, no new quotes for such Units will be issued or accepted.

End of Maintenance Date

From this date, no Releases (e. g. fixes, updates, etc.) will be available for an EOL product.

End of Support Date

From this date, all Genesys Maintenance and Support obligations will be ceased.

About Genesys

Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a ServiceSM, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

Products

- Genesys Cloud CX